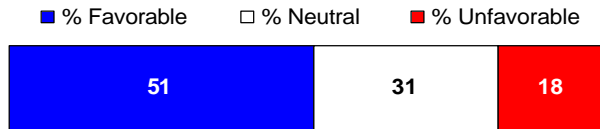


NWS SFA Results

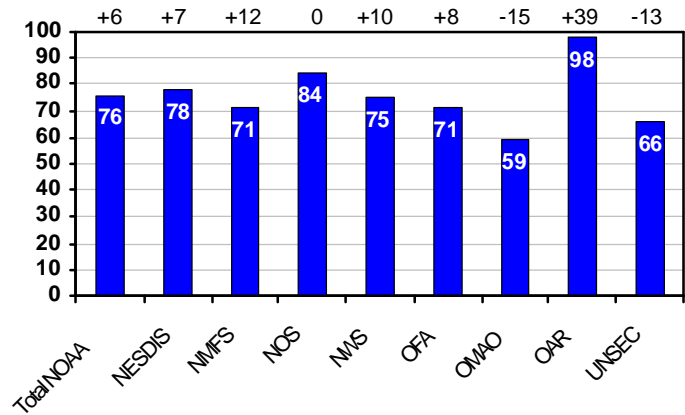
Overall Satisfaction Dimension

The Overall Satisfaction Dimension consists of the average of several questions which measure various aspects of employee satisfaction: Q001 NOAA as an organization to work for, Q034 I feel proud to work for NOAA, Q054 I feel proud to work for my NOAA Line/Staff Office, Q084 Change in workgroup since last SFA, Q085 Change in NOAA overall since last SFA, Q125 Rate your overall satisfaction with NOAA at the present time, Q126 Rate your overall satisfaction with your NOAA Line Staff/Office, Q127 How long do you expect to continue working for NOAA?



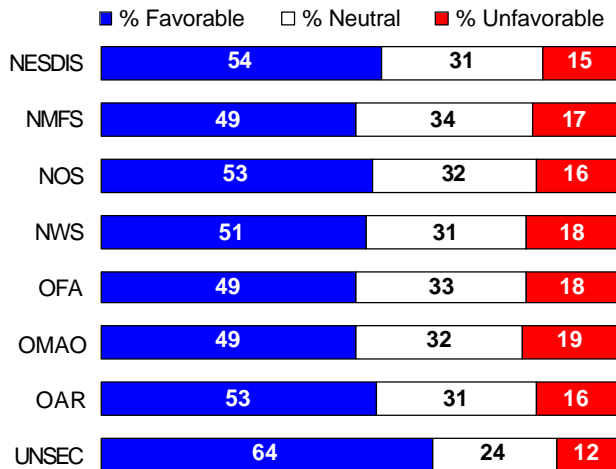
Survey Participation by Office

Seventy-six percent of all employees returned their surveys. The following chart shows participation rates by office. The percentage point difference in 2002 participation rate compared to the 1998 participation rate is shown above the respective bar.

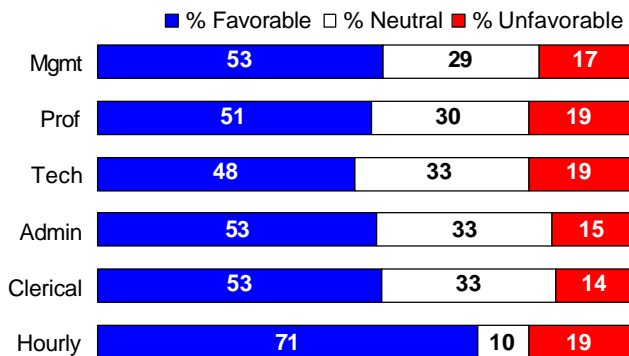


Overall Satisfaction Dimension By ...

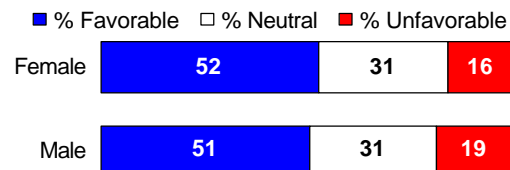
Office



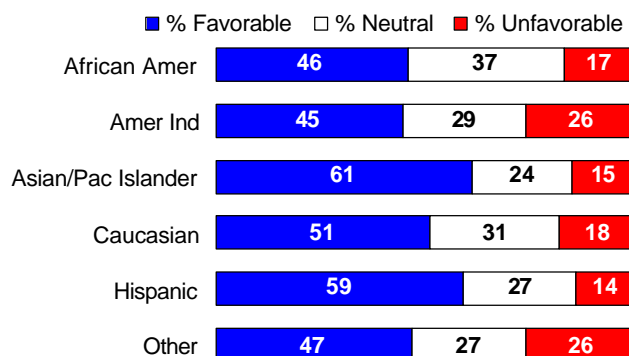
Occupation - NWS



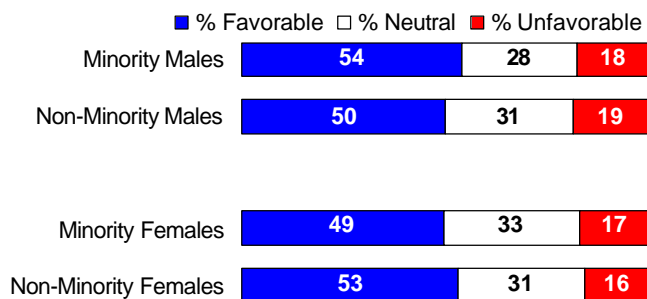
Gender - NWS



Ethnicity - NWS



Gender and Ethnicity - NWS



NWS SFA Results

SFA Most Favorable Ten

Here are the top 10 SFA survey items -- the most favorably rated items (ranked by percent favorable, the most favorable first)

- Q076 I have a good understanding of who my customers are
- Q003 Rate your relationships with your co-workers
- Q072 My immediate supervisor encourages me to provide high quality services/products to other NOAA employees
- Q013 My last performance appraisal was on schedule
- Q121 Rate the number of hours you are expected to work
- Q012 My NOAA Line/Staff Office expects a high level of performance from its employees
- Q009 Rate your job security
- Q086 I have good understanding of the mission, vision, and values of my NOAA Line/Staff Office
- Q002 Rate your satisfaction with the job itself
- Q063 My immediate supervisor treats me fairly*
- Q079 I use suggestions from my customers to improve the quality of the products and/or services that I provide

*Also among the NWS top 10 items in 1998

SFA Least Favorable Ten

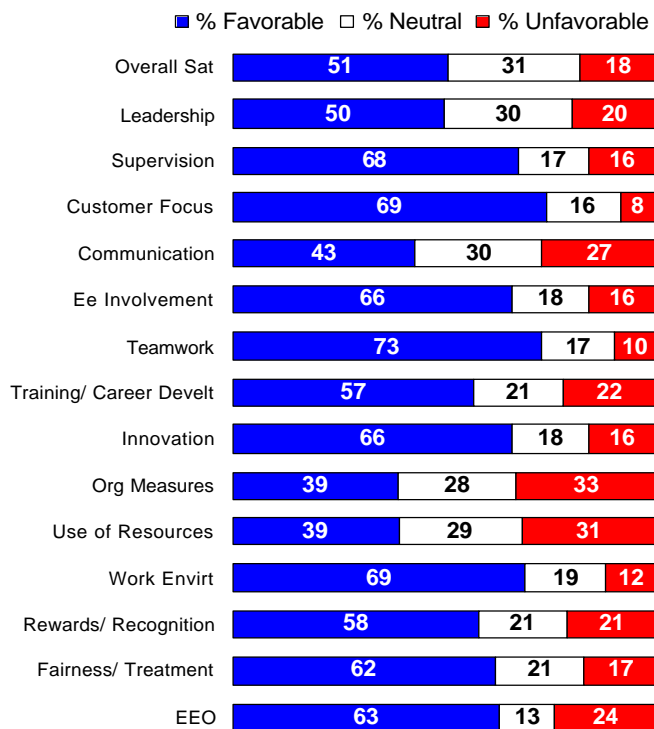
Here are the bottom 10 SFA survey items -- the most unfavorably rated items (ranked by percent unfavorable, the most unfavorable first)

- Q027 The results of the 1998 SFA were used constructively by management
- Q044 Rate your Line/Staff Office on having a minimum of "corporate politics"
- Q038 NOAA upper management helps the NOAA Line/Staff Office offices be more productive
- Q036 The upper management of my NOAA Line/Staff Office does a good job at making me feel a part of NOAA corporate culture
- Q026 The NOAA process for rating performance works well for me
- Q004 Rate your opportunity for advancement
- Q090 There is effective communication between NOAA headquarters and my workgroup
- Q081 Diverse groups participate in the development of performance measures where I work*
- Q083 In my Line/Staff Office, work practices and procedures that are no longer needed are eliminated
- Q025 The NOAA process for considering employees for competitive promotion works well for me

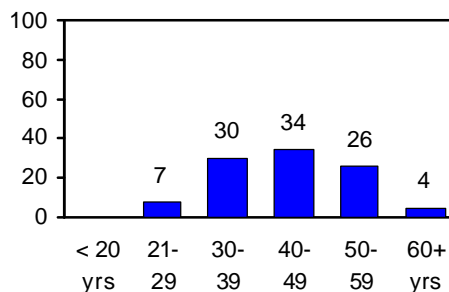
*Also among the NWS bottom 10 items in 1998

About the Survey: Dimensions

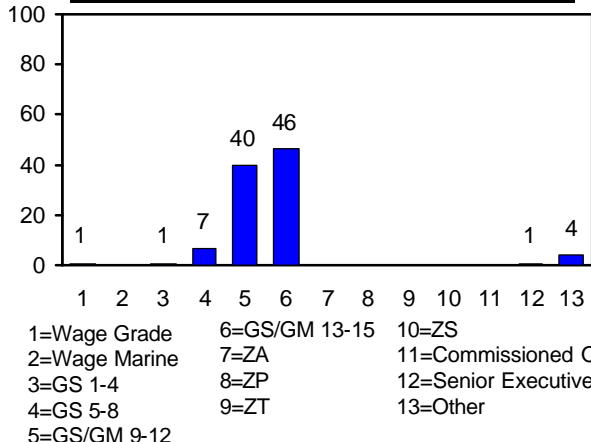
The 130 questions on the SFA Survey were grouped into dimensions (or themes). The Workgroup Reports show the data for the individual questions in each dimension.



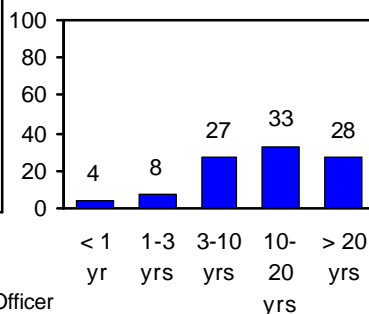
NWS Survey Participation by Age



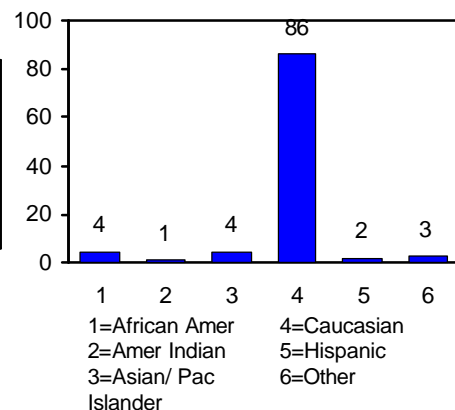
NWS Survey Participation by Pay Category/Grade



NWS Survey Participation by Length of Service



NWS Survey Participation by Ethnicity



Participation Rates Compared to NOAA Headcount

Gender: 79% of NOAA Females participated in SFA, as did 76% of NOAA Males

Ethnicity: 75% of NOAA White/Caucasians took part in SFA, as did 63% of NOAA Black/African Americans, 63% of NOAA Hispanics, 90% of NOAA Asians, and 103% of NOAA American Indians